



Frequently Asked
Questions

WHO WE ARE

About ChainSys

A Data Management innovator since 1998, best known for its Smart Data Platform for data management, ChainSys is a leader in the data migration, integration, data maintenance, MDM, data quality, data cataloging, machine learning, AI, analytics, visualizations, audits, compliance and RPA based autonomous testing & low-code web/mobile application building areas.

ChainSys has successfully deployed its Smart Data Platform in several Fortune 500 companies worldwide, and continues to grow and innovate rapidly. Headquartered in Lansing, MI, and spread across 5 continents, ChainSys prides itself on its Product, Process & People which constantly push the envelope on innovation & creativity.



Compiled by

Krishnan Ganesan

Product Owner & Head of Sales

Krishnan is a passionate leader and has creatively solutioned multiple 'Smart Data' projects for Organizations around the globe. Nearing a decade in ChainSys, Krishnan is the head of sales for the west coast, a certified PMP & SAFe practitioner, and a respected subject matter expert in the ERP space.

About the Smart Data Platform

Managing data doesn't have to be hard. ChainSys' Smart Data Platform streamlines data migration, setup migration, integration, data quality, archival, master data management, RObotic process automation & application building - with a low-code approach.

The Smart Data Platform's differentiator lies in its 2000+ preconfigured adapters. The adapters provide an 80% baseline for all data management activities, and help save more than 50% in time & cost.

Products in the Smart Data Platform



dataZap is used for data, setup & master data migrations, mass data loads, reconciliations, integrations, big data ingestion & test data preparation.



dataZen aids in master data management, governance and on-going data quality needs.



dataZense is used for data visualization, reporting, analytics & cataloguing.

Data Assessment Questionnaire

Interested in leveraging the smart data platform?

Ask for our data assessment questionnaire.

Use it as a checklist to gauge where you stand in terms of data proficiency.

Come to us to help you get to your best.

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Frequently Asked Questions



'Get Clean' with dataZen

Q Does dataZen have Mass Cleanup capability to do a one-time data cleanse?

Yes, built-in. ChainSys' "Get Clean" process consists of a Profiling engine that enables intelligent insights into existing data. This can then be fed into the DQM engine for mass cleansing, standardization and transformation. The "Stay Clean" process is recommended for ongoing DQM.

Q Does dataZen have the ability to clean up any data elements anywhere?

Yes. Datazen supports all the standard master data objects for most major ERPs, CRM, Financial & other widely used applications. Cleansing can be done for reference and transactional data as well.

Q Does dataZen have the ability to perform External data Validation through Dun & Bradstreet, USPS, or other services?

Yes. ChainSys is partnered with D&B and supports USPS, Google APIs and connections to other third party databases for standardization, validation, or enrichment of data.

Q Does dataZen have the ability to easily eliminate duplicates or link them as appropriate, by providing matches?

Yes. Using front-end GUIs the Match/Merge engine allows de-duplication and subsequent consolidation process at the field level.

Q Can dataZen profile my data?

Yes. Data profiling is a standard data quality feature in dataZen. Results can be viewed realtime, and even catalogued for greater insight.

Q What does the data catalog feature of dataZen do?

The catalog is a feature of the dataZense product. DataZen provides clean, profiled data that can be fed into the catalog. The catalog enables the business users to understand what data exists, where it exists, and how it can be put to better use.

Q Are standard business rules included in dataZen?

Yes. Standard business rules are included. An organization is free to add custom business rules in datazen which will kick-in during a data request or data creation process.

Q What are the key Data quality features in datazen?

dataZen features a customizable business rules engine, and robust capabilities for Data profiling, Data assessment, Match & merge, enrichment, standardization & harmonization



'Stay Clean' with dataZen

Q Does dataZen have a data cleansing capability to continuously clean data?

Yes. Once you "Get Clean", dataZen's "Stay Clean" process allows for continuous data cleanup, The DQM engine allows for mass cleansing, de-duplication, standardization and transformation of data. To go one step further, a governance process using dataZen's workflow system can be introduced.

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Data Governance

Q Can I find out who made changes to specific records (at the transaction level) using datazen?

Yes. If a user has made changes to transactions in dataZen, and used it to publish the data, an audit trail will be available for use.

Q Can I get notifications to my mobile phone or e-mail for any changes/pending actions?

Yes. Email notifications can be sent to users or user groups, in a customized format, to notify users of pending actions or any changes made to data.

Q Can I create a business workflow that employees can use to approve data creation (and other similar tasks)?

Yes. dataZen can create a customized workflow, with multi-level approvals, across various users/user groups, and can intelligently work based on conditional logic. A workflow can be created without programming.

Q Can I create a request for new data creation in datazen?

Yes. dataZen can enable a user to request new data through customized screens. The request can then go through an approval workflow, which can also be created and managed in datazen.





Analytical MDM

Q What are the domains that dataZen supports out of the box?

dataZen supports most widely used domains including Products, Customers, Suppliers, Financials, among others. For relatively lesser used domains, datazen has the ability to build a data model from scratch, without major programming.

Q Can dataZen become the source of record for master data domains?

Yes. If needed, datazen can function as the single source of truth for master data. Master data can be published into subscriber applications on an as needed basis. This enhances an Organization's operational MDM capabilities.

Q Can dataZen interface with other applications that are not part of ChainSys' Smart Data Platform?

Yes. Over 2000 adapters enable integration to a number of cloud and on-premise applications. Some of the major applications include Oracle eBS, Oracle Cloud, SAP S/4HANA, SAP S/5HANA, Salesforce, MS Dynamics, Procore.



Usability/Ease of Use & Governance/Auditing

Q Does dataZen support user self service / a no-development approach?

Yes. No coding or development is required to use dataZen. All front-end GUI screens are configurable for improved UX and extensibility, and are completely self-service.

Q Can I get notifications to my mobile phone or e-mail for any changes/pending actions?

Yes. Email notifications can be sent to users or user groups, in a customized format, to notify users of pending actions or any changes made to data.

Q Can dataZen replicate the standard screen layout of an application like Oracle Cloud or SAP S/4HANA?

Yes. dataZen has pre-built standard screens for data creation with all standard field level validations included. Datazen has the capability to go a step further and customize the look and feel of the screen

Q Do I need any datazen experts in my team to be able to use the product?

No. The product is completely self-service. A short training should enable users to handle datazen on their own. ChainSys resources are optional.

Q How easy is the product to use for end-users that will be using it regularly?

dataZen has been designed with the end-user in mind and features human-based design concepts. The user's knowledge and a simple 1-2 week training program will ensure ease of use.



Business Rules Engine (BRE)

Q Does BRE support customized rules or is it out of the box?

Both are supported. BRE provides an 80% baseline to data quality. Custom rules can be added using dataZen's low-code configurations.

Q Does BRE come preconfigured with dqm rules for all applications?

Yes. More than 200+ endpoints are supported.

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Yes. More than 200+ endpoints are supported.



Security

Q Does dataZen provide an audit track of all changes made?

Yes. dataZen keeps track of all changes made. A report can be easily downloaded for audit purposes. This falls directly into an Organization's GRC requirements

Q Does dataZen support single sign on?

Yes. dataZen supports single sign on and is compatible with tools such as Active directory, OKTA, among others

Q Is dataZen certified?

Yes. dataZen is SAP Certified, Oracle Certified, SFDC Approved, IBM Ready and MSFT Ready.

Q Is Role based access control available in dataZen?

Yes. Organizations are free to create any number of roles and responsibilities within dataZen. They have the freedom to assign or restrict access for each role in dataZen.

Q Are there any data security features in place for data at rest/in motion?

Yes. Data masking, data encryption is provided to ensure security. Your data is never stored or viewed by ChainSys.



Other/ Key Benefits & Features

Q Are there any language constraints? Can dataZen handle non-english characters?

There are no language constraints. dataZen can handle foreign characters as well. Most commonly requested language customizations include French, Spanish, Chinese, Portuguese & Japanese.

Q Is dataZen an industry focused product or a domain focused product?

dataZen is primarily an end-to-end MDM solution that covers almost all widely used domains. Industry specific deployment packages are also available. Some of the verticals include Manufacturing, Pharma, Engineering & Construction, e-commerce, Retail, Oil & gas, among others. Pre-configured templates ensure coverage of close to 45 domains, and 200+ applications.



Licensing & Cost

Q What are typical time and cost savings with dataZen?

Due to the template-driven approach and the repeatable process, an Organization can typically achieve 25-30% time & cost savings in the VERY FIRST run. Progressively, dataZen's efficiency enables savings of upto 50%.

Q How is pricing handled?

In dataZen, you only pay for what you use. The 'pay as you use' model is flexible, and does not charge users for when dataZen isn't used. The model takes into consideration data volume and number of templates to determine price.

Q What is the implementation cost - Product, Consulting, and Resources combined?

A dataZen implementation cost is derived by factorization of data complexity, number of templates, delivery timeline and type of engagement.

Q Is there a managed service option available? If yes, what is the cost structure?

Yes, the Technical or Functional Application Management service models are available during and after the completion of any engagement. Typically an on-site/offshore model would be utilized to minimize cost and maximize support coverage.



Q What are typical discounts available?

We offer discounts for data volume and early adopters. In many cases, we also have industry-wise discounts for templates.

Q What is the steady-state cost - Product Annual Maintenance, Support Resources, and Maintenance Upgrades etc.?

In most cases, steady-state cost would consist of the deployed hardware/software and desired resource support cost. Other considerations include AM (which provides future product and maintenance updates at no cost). The internal support resource factorization is based on the number of users, templates and data volume.



Deploying & Implementing dataZen Certifications

Q Do I need any dataZen experts in my team to be able to use the product?

No. The product is completely self-service. A short training should enable users to handle datazen on their own. ChainSys resources are optional.

Q How easy is the product to use for end-users that will be using it regularly?

Datazen has been designed with the end-user in mind and features human-based design concepts. The user's knowledge and a simple 1-2 week training program will ensure ease of use.

Q Is dataZen certified?

Yes. dataZen is SAP Certified, Oracle Certified, SFDC Approved, IBM Ready and MSFT Ready.

Q What are the Oracle applications supported?

Oracle eBS 10.x to 12.x, Oracle Cloud ERP (all versions & modules), Siebel, PeopleSoft, JDEdwards, and others

Q What are the SAP applications supported?

SAP RX, SAP ECCX, SAPS/4HANA, Hybris, SuccessFactors, Ariba and other SAP acquisitions are supported

Q Does dataZen require any installation? How soon after purchasing dataZen can I start using it?

dataZen is completely cloud based and requires no installation. Usage can be immediate.

Q Is there a managed service option available? If yes, what is the cost structure?

Yes, the Technical or Functional Application Management service models are available during and after the completion of any engagement. Typically an on-site/offshore model would be utilized to minimize cost and maximize support coverage.

Q Does dataZen support connections to legacy applications for MDM purposes?

Yes. dataZen can connect to legacy applications using either pre-built or customized templates. Data from over 200 endpoints can be consolidated to perform data quality or for MDM.

Q Is dataZen mobile enabled?

Yes. dataZen's mobile application provides a user with access to critical information such as pending actions, completed actions, error logs and audit trails.





Timeline & Performance

Q What are typical time and cost savings with dataZen?

With the template-driven approach and repeatable process, an Organization can typically achieve 25-30% time & cost savings in the VERY FIRST run. Progressively, dataZeb's efficiency enables savings of up to 50%.

Q How is performance optimized?

Interface to publisher & subscriber applications can be performed in parallel threads, which reduces time taken to consolidate master data. In-built profiling, enrichment & de-duplication engines ensure data quality stays clean in the long run. dataZen can easily scale up to accommodate additional capacity of processors and memory. This enables high performance MDM projects to be executed reliably.

Q Is dataZen's MDM process repeatable for multiple clients/iterations?

Yes. It is one of the crucial value-adds of dataZen. A one time approach (big bang approach), or a phased approach to MDM are possible. Either way, the templates ensure that the learnings gained from one increment or iteration are transferred onto the next.



Smart Data Platform™





Training, Adoption & Support

Q What skills do I need to use/support dataZen?

A dataZen 'system administrator' should have a basic understanding of the data entities and modeling of objects in the applications involved. A typical administration task may consist of responding to a business user's query or reviewing the system logs to assist in troubleshooting. ChainSys recommends participation in the administration training program and completing the certification process.

Q What is the training requirement for teams that will be using dataZen?

While every support team's scope may vary, ChainSys recommends that typical users have an understanding of the functional data model of the objects in their ownership. ChainSys offers comprehensive training for all user roles. Trainings typically range from 1-2 weeks.

Q How often are product updates released?

Product patches and updates are released every month and will include latest updates made by the ChainSys team and updates to the endpoint applications. Quarterly business reviews will be conducted with the customer tailored to meet their requirements.

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While every support team's scope may vary, Chain-Sys recommends that typical users have an understanding of the functional data model of the objects in their ownership. ChainSys offers comprehensive training for all users roles. Trainings typically range from 1-2 weeks.

Q What is the level of product support available?

Multiple support models exist to meet your specific needs. A 24x7 team can be available to administer and manage the product throughout any project or escalated support staff service requests. Additional premium support including on-site coordinators and additional offshore managers are available to support any engagement project phase.





Best Practices, Prerequisites & Challenge areas

Q What is the best practice process that ChainSys provides for MDM implementations?

ChainSys' dataZen ensures that multiple techniques are employed for completeness of any MDM implementation. Some of the best practices include: Consolidations, Profiling, Match & Merge (de-duplication), Transformations, Pre-validations, Governance & Reconciliations.

Q What are possible challenge areas that an organization needs to be aware of?

The broad challenge areas that are usually discussed are around: Coverage of non-standard data domains, repeatable process, Data volumes, and all aspects of Data Quality. The ChainSys support team is available on hand 24/7 for assistance during and after implementations.

Q How was dataZen designed?

datazen's design was based on a human-centric approach, with the end user in mind: giving precedence to HOW you want to use it, rather than dictating a user on how it should be used.

Q Are there any data security features in place for data at rest/in motion?

Yes. Data masking, data encryption is provided to ensure security. Your data is never stored or viewed by ChainSys.





Case Studies & Customers

Q Can you provide industry-specific references for dataZen?

Yes. Industry specific references across a wide spectrum are available upon request.

Q How many companies have implemented or currently use dataZen?

dataZen currently has completed over 500 deployments across the globe. dataZen has also been deployed by multiple Fortune 500 and Fortune 100 organizations.

Q Which industries does dataZen cater to?

dataZen has been deployed across multiple verticals including discrete manufacturing, process manufacturing, Pharmaceuticals, Engineering & Construction, e-Commerce, Retail, Oil & gas, Food & Beverages, FMCG, Universities & Colleges, among others.

Endpoints supported by the Smart Data Platform

Oracle Sales Cloud, Oracle Marketing Cloud, Oracle Engagement Cloud, Oracle CRM On Demand, SAP C/4HANA, SAP S/4HANA, SAP BW, SAP Concur, SAP SuccessFactors, Salesforce, Microsoft Dynamics 365, Workday, Infor Cloud, Procore, Planview Enterprise One

Cloud Applications

Oracle E-Business Suite, Oracle ERP Cloud, Oracle JD Edwards, Oracle PeopleSoft, SAP S/4HANA, SAP ECC, IBM Maximo, Workday, Microsoft Dynamics, Microsoft Dynamics GP, Microsoft Dynamics Nav, Microsoft Dynamics Ax, Smart ERP, Infor, BaaN, Mapics, BPICS

Enterprise Applications

Windchill PTC, Oracle Agile PLM, Oracle PLM Cloud, Teamcenter, SAP PLM, SAP Hybris, SAP C/4HANA, Enovia, Proficy, Honeywell OptiVision, Salesforce Sales, Salesforce Marketing, Salesforce CPQ, Salesforce Service, Oracle Engagement Cloud, Oracle Sales Cloud, Oracle CPQ Cloud, Oracle Service Cloud, Oracle Marketing Cloud, Microsoft Dynamics CRM

PLM, MES & CRM

Oracle HCM Cloud, SAP SuccessFactors, Workday, ICON, SAP APO and IBP, Oracle Taleo, Oracle Demantra, Oracle ASCP, Steelwedge

HCM & Supply Chain Planning

Oracle Primavera, Oracle Unifier, SAP PM, Procore, Ecosys, Oracle EAM Cloud, Oracle Maintenance Cloud, JD Edwards EAM, IBM Maximo

Project Management & EAM

OneDrive, Box, SharePoint, File Transfer Protocol (FTP), Oracle Webcenter, Amazon S3

Enterprise Storage Systems

HIVE, Apache Impala, Apache Hbase, Snowflake, mongoDB, Elasticsearch, SAP HANA, Hadoop, Teradata, Oracle Database, Redshift, BigQuery

Big Data

mangoDB, Solr, CouchDB, Elasticsearch

No SQL Databases

PostgreSQL, Oracle Database, SAP HANA, SYBASE, DB2, SQL Server, MySQL, memsql

Databases

IBM MQ, Active MQ

Message Broker

Java, .Net, Oracle PaaS, Force.com, IBM, ChainSys Platform

Development Platform

For Case studies, references, or a no obligation trial or proof of concept, visit us at chainsys.com/datazen

For More Information, Visit:
<http://www.chainsys.com/datazen>

Write to us:
smartdata@chainsys.com

One Platform for your

End to End Data Management needs



Data Migration
Data Reconciliation
Data Integration



Data Quality Management
Data Governance
Analytical MDM



Data Analytics
Data Catalog
Data Security & Compliance

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